

Agenda Item	7
Report No	WRSL/05/26

The Highland Council

Committee: **Wester Ross, Strathpeffer and Lochalsh**

Date: **19 January 2026**

Report Title: **Housing Repairs and Capital Report – 1 April 2025 to 31 December 2025**

Report By: **Assistant Chief Executive - Place**

1 Purpose/Executive Summary

1.1 This report provides information on how the Housing Service performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 December 2025.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2025 to 31 December 2025.

3 Implications

3.1 **Resource** - There are no resource implications arising from this report.

3.2 **Legal** - There are no legal implications arising from this report.

3.3 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** – There are no implications arising from this report.

3.5 **Gaelic** - There are no Gaelic implications arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is a monitoring report and therefore an impact assessment is not required.

5 Background

5.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.

5.2 This report provides key performance information based on the reporting framework recommended by the Scottish Housing Regulator.

5.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages:-
http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2

5.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, figures are cumulative.

5.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

6 Repairs

6.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and non-emergency repairs.

6.2 The average length of time taken to complete Emergency repairs is calculated in hours.

6.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 12 hours
2024/25 SHN Benchmark (Group) – 3.9 hours

EME	No of Houses	2024/25		2025/26		
		Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	543	8.3	8.7	4.5	6.3	6.6
Highland	15,351	4.8	3.5	4.9	3.9	4.2

6.4 The average response time for emergency repairs continues to perform strongly and remains within the 12-hour target. Emergency repairs remain a priority for the service.

6.5 Non-emergency repairs are measured in working days.

6.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8.9 days
2024/25 SHN Benchmark (Group) – 9.1 days

NON-EME	No of Houses	2024/25		2025/26		
		Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	543	8.4	8.6	7.4	8.4	8.2
Highland	15,351	7.1	7.7	6.5	6.8	7.3

6.7 The average non-emergency repair times are below the 8.9-day target.

6.8 In gathering the information for repairs indicators, we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

7 Tenancy Management

7.1 The chart below provides information on the average re-let time, showing the trend for the last 5 Quarters.

7.2 **Table 3: Average re-let time (days) Target 55.6 days**
2024/25 SHN Benchmark (Group) – 60.6 days

Avg relet time, ARC	No of Houses	No of relets	2024/25		2025/26		
			Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	543	14	66.00	74.59	25.86	38.25	44.71
Highland	15,351	915	54.60	58.16	47.53	46.10	44.57

7.3 Average re-let time for void properties is similar to the rest of Highland. Major energy efficiency refurbishment works have contributed to extended re-let periods and the performance reported. The Building Maintenance team remain focused on turning void properties around as quickly as possible.

8 Capital Programme

8.1 The 2022–2027 Capital Investment Programme continues to support key areas of planned investment; Capital Investment Programmes provides for:-

- Replacement of key building components at end of lifecycle
- Heating system upgrades and energy efficiency improvements
- Delivery of aids and adaptations
- Support for local building maintenance teams to address component failures.

The programme balances long-term asset management priorities with responsive and needs-led delivery.

8.2 Current Programme Delivery

The 2022–2027 programme was initially front-loaded in the Wester Ross, Strathpeffer, and Lochalsh areas to accelerate key improvements. Completed works to date include:-

Programme Code	Work Type	Status
CSH22008	Heating	Complete
CSH23001	Heating	Complete
CSH23012	Roofing	Complete

We are now reviewing the remaining budgets to plan delivery for the 2026/27 financial year. The successful implementation of the D-C programme has had a positive impact locally, enabling us to prioritise properties eligible for fully funded measures under this initiative.

Looking ahead, the mainstream programme for 2026/27 will focus on identifying properties requiring upgrades to ensure utilisation of the remaining budget for the area.

8.3 D-C Programme

The Housing Investment Team has worked closely with the Climate Change and Energy Team throughout 2025/26 to identify and access external funding opportunities aimed at securing fully funded measures across the Highlands. This collaborative approach has been central to the success of the programme to date.

Through ECO4 funding, **44 properties across Wester Ross, Strathpeffer and Lochalsh** have received fully funded energy efficiency measures.

This external investment has helped offset pressures on the local planned capital budget. However, the programme is currently on pause while we await a review of the impact of the government's decision to remove support for ECO funding. Despite this, we remain committed to working with contractors and partners to identify alternative funding streams and continue delivering improvements wherever possible.

8.4 **One-off Capital Programme**
Local teams continue to deliver one-off capital works in response to component failures. High demand has impacted several budget lines. To manage pressures:

- Ongoing review of potential reprofiling opportunities to alleviate pressure on targeted budget lines.
- Contingency budget will be utilised
- Authorisations for replacement are restricted to **failure-only** cases.

The most affected budgets are Energy Efficiency and Kitchens. Monitoring continues to ensure essential works are prioritised.

8.5 **Environmental Capital Projects**
Due to current resource constraints, the local team has not yet provided an update on the status of projects proposed under the environmental capital programme. The team will continue to work closely with members to identify and progress suitable projects for delivery.

If appropriate projects cannot be identified, it is recommended that the budget be reprofiled to support essential component investment within properties. This approach would help ensure funds are utilised effectively to address priority needs.

8.6 Please see **Appendix 1** Which demonstrates what has been delivered to date.

Note that **Appendix 1** does not include projects which are currently active.

Please note that a financial breakdown is not available in this report; this is due to the deadlines for providing reports to this Committee.

Designation: Assistant Chief Executive - Place

Date: 8 January 2026

Author: Lachie MacDonald, Repairs Delivery Manager
Graeme Ralph, Repairs Manager Asset Strategy

Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendices: Appendix 1: 2025 Delivery Output

2025 Delivery Output

Appendix 1

ELEMENT	BUDGET	Count
Wall Insulation	ENERGY EFFICIENCY	11
New Roof Installation	FREE FROM SERIOUS DISREPAIR	0
Front Door Installation	ENERGY EFFICIENCY	0
Back Door Installation	ENERGY EFFICIENCY	1
Window Installation	ENERGY EFFICIENCY	0
Bathroom Replacement	MAJOR COMPONENT	0
Date Kitchen Installation	MAJOR COMPONENT	5
Date Heating Installation	ENERGY EFFICIENCY	29
Solar Panel Installation Date	ENERGY EFFICIENCY	62
Full Re-Wiring	MAJOR COMPONENT	0